



# CUSTOMER SPECIALIST

# VERIZON WIRELESS

Thank you for your interest in the Customer Specialist position at our call center in \_Alparetta, GA\_\_.

**Learn first-hand about the Customer Service team at Verizon. [Right Click Here to Watch](#)**

## WHO WE ARE

We're a Fortune 500 company operating in 150 countries and delivering the fastest, most reliable 4G LTE network in America. Our solutions are empowering individuals, businesses, and communities everywhere. We're also a best-in-class employer that's truly invested in our team members' learning, growth and advancement. That's why we continually receive top honors and awards for our robust employee training, commitment to diversity, and dedication to creating a workplace of choice. Join us and you'll create an inspiring future with the company that meets every day with one question: "What do we want to build next?"

## JOB OVERVIEW

As a Customer Specialist, you'll work in a fast-paced, intense customer focused and results-oriented environment. Your main responsibilities would be handling inbound customer calls while using a computer terminal, researching and resolving billing inquiries, explaining our products and services, troubleshooting service and equipment questions and identifying opportunities to sell additional wireless solutions to customers.

## RESPONSIBILITIES & REQUIREMENTS

As a confident, professional individual with a rich understanding of our technology and services, you'll:

- Have ownership for customer loyalty by providing a world-class experience for every customer
- Provide world class comprehensive customer support to ensure customer concerns are resolved in a timely manner
- Utilize troubleshooting guides and Tier 1 troubleshooting on all calls that require device assistance
- Identify and assess customer needs based on interactions with the customer
- Troubleshoot and communicate technical information clearly and concisely
- Take accountability for and resolve all customer issues, including following up when appropriate
- Engage in "soft" solutions and selling to ensure customers are equipped with technology that meets their needs
- Review customer account information while on calls to identify customer needs and match customer's need with the appropriate product and / or service (e.g., upgrades, adding a line)
- Utilize tools and resources on every call to make appropriate solution recommendations to customers
- Educate customers on the value-added benefits of products and services and explain how solutions can enhance the customer's lifestyle and wireless experience
- Identify potential churn and proactively work to enhance customer loyalty

## WHAT WE OFFER

We truly value our employees' contributions to our success. That's why we provide them with a suite of benefits designed to help them meet their professional goals and personal needs. When you join us, you'll enjoy a competitive salary and benefits so robust we call them Total Rewards:

- The full-time position starts at \$30K-32K\_\_ per year with the opportunity to make more based on experience. If available, the part-time position pays \$\_\_ per hour \_\_.
- Performance-based yearly incentive/bonus pay
- Medical, including prescription drug and vision care
- 401(k) savings plan with excellent company-matching contributions
- Tuition assistance
- Onsite fitness center (varies by call center location)
- On-the-job-training and Career Progression Program
- Discounts on Verizon products and services



- Click here to enter text.
- Incentives for various shifts and/or holiday work

To view our full suite of benefits, visit: <http://www.verizon.com/about/careers/benefits>

Verizon Wireless makes efforts to provide reasonable disability and religion-related accommodations. For example, with regard to scheduling, Verizon Wireless offers a variety of mechanisms to facilitate the disability or religion-related needs of employees, including, but not limited to shift swaps, use of vacation and personal time and flexible time. Accommodations will not be possible in all situations, and is based upon the needs of the business, of the Company, and other factors.

#### CAREER PROGRESSION PROGRAM

With demonstrated successful performance and attendance, you will be automatically progressed at six months to the Customer Advocate role and will you receive a 5% base pay increase. In addition, for employees who demonstrate strong performance and attendance, you will then be able to post to other career opportunities in Customer Service and Technical Support.

#### WORK SCHEDULE & CALL CENTER HOURS

Our Customer Specialists work to promote an environment offering 100% customer satisfaction. Each Specialist typically handles around 40 calls per day with scheduled breaks and lunches. We currently have enter full-time, part-time, or both\_ positions available.

Our all center hours are \_\_7AM\_\_\_\_ a.m.– \_\_\_\_11PM\_\_\_\_ . Monday – Friday and \_\_8AM\_\_\_\_ a.m.– \_\_\_\_9PM\_\_ Saturday and Sunday.

#### TRAINING

We offer award-winning training designed to enrich your knowledge, enhance your expertise, and maximize your professional potential and success. You will be in training for the following dates [enter start date] to [enter end training date]

The Training schedule is \_\_10AM\_\_\_\_ a.m. – \_\_\_\_7PM\_\_\_\_ pm on the following days of the week [ Tue-Sat ]

#### SHIFT BIDS

Your initial work schedule (“shift”) will depend on available hours in the call center.

Our available shifts for the upcoming class are [ ] a.m. – [2pm ]1p.m. on the following days of the week [ Tue-Sat ]

The call center conducts a “shift bid” process one time per year. Your individual schedule may change during the shift bid process based upon your tenure and individual performance. We also offer optional shift bids during the year



## VERIZON CREDO

We have work because our customers value our high-quality communications services. We deliver superior customer experiences through our products and our actions. Everything we do we build on a strong network, systems and process foundation. The quality and reliability of the products we deliver are paramount. Customers pay us to provide them with services that they can rely on.

We focus outward on the customer, not inward. We make it easy for customers to do business with us, by listening, anticipating and responding to their needs. We know our products and can explain them to customers. We focus on fundamental execution. We are accountable and we follow through with a sense of urgency. We know that having the highest ethical standards is a competitive advantage.

We know teamwork enables us to serve our customers better and faster. We embrace diversity and personal development not only because it's the right thing to do, but also because it's smart business. We are driven not by ego but by accomplishments. We keep our commitments to each other and our customers. Our word is our contract. We respect and trust one another, communicating openly, candidly and directly since any other way is unfair and a waste of time. We voice our opinion and exercise constructive dissent, and then rally around the agreed-upon action with our full support. Any one of us can deliver a view or idea to anyone else, and listen to and value another's view regardless of title or level. Ideas live and die on their merits rather than where they were invented.

We believe integrity is at the core of who we are. It establishes the trust that is critical to the relationships we have. We are committed to do the right thing and follow sound business practices in dealing with our customers, suppliers, owners and competitors. Our competitors are not enemies; they are challengers who drive us to improve. We are good corporate citizens and share our success with the community to make the world in which we work better than it was yesterday.

We know that bigness is not our strength; best is our strength. Bureaucracy is an enemy. We fight every day to stay "small" and keep bureaucracy out. We are more agile than companies a fraction of our size, because we act fast and take risks every day. We see crisis and change as opportunities, not threats. We run to a crisis, not away. Change energizes us. We work hard, take action and take personal accountability for getting things done. Our actions produce measurable results.

Everything we do is built on the strong foundation of our corporate values. We work 24x7 because our customers depend on us 24x7. We know our best was good for today. Tomorrow we'll do better.

